

RENEWAL FREQUENTLY ASKED QUESTIONS

Q. When do I have to renew my license?

- A. To renew your license on time and maintain an active status, you must renew your license within the 60 period preceding your expiration date. Your license expiration date should always be the last day of your birth month. If you were born in an even-numbered year, your license will expire in even-numbered years. If you were born in an odd-numbered year, your license will expire in odd-numbered years. Example: If your date of birth is July 23, 1965, then your license will be due for renewal in July of every odd numbered year and must be renewed before it expires on July 31, 2011... July 31, 2013... July 31, 2015... etc. The initial period of licensure in Arkansas, whether licensed by examination or endorsement, is for a period of three (3) to twenty-seven (27) months, depending on the nurse's date of birth. Any time a license is issued mid-renewal cycle, the next time the renewal date falls, the license must be renewed.

Q. I received my first (initial) Arkansas license in October 2009. My birthday is in March of an even year. I understand that to get into the Arkansas biennial renewal cycle, I will be required to renew my license in March 2008, only five months after my initial license was issued. How many continuing education contact hours will I be required to have?

- A. None, if you renew your license on time. If the first renewal cycle is less than 24 months, there is no continuing education requirement for that first renewal period. This is true for persons who received their initial license by endorsement or examination and the first renewal period is less than two years. Late renewals require 20 contact hours of continuing education.

Q. What do I do if I have not received my renewal notice?

- A. It is no longer necessary to wait until you have received a paper form to renew, and it is each licensee's responsibility to ensure their nursing license is renewed by the expiration date. In our continuing effort to keep the cost of licensure at a minimum, we no longer automatically send out the paper renewal forms. The renewal cycle falls every two years at the end of the month of your birth – odd or even years as they coincide with your year of birth respectively; i.e., if you were born in an even numbered year, you would renew every two years on even numbered years. As a courtesy, we do send out a postcard renewal reminder to the last known address on record.

Q. How do I renew my license?

- A. You may renew your license online up to sixty (60) days prior to your license expiration date. Go to www.arsbn.org and click on License Renewal to complete the online renewal process.

Q. What payment methods can I use to renew my license?

- A. There are two accepted payment methods for online renewals:
1. Credit or Debit card – Visa, MasterCard or Discover cards may be used to pay online. If you do not have an available card, many banks and local merchants sell gift cards for specific amounts, and as long as they are one of the three types specified, these may be used for payment.
 2. Electronic Checks – you may also opt to pay for your renewal via your checking account. You will be prompted for your account number and the routing number of the bank, both of which are listed at the bottom of your check. Payment will then be processed as a check and debited from your checking account.

Q. If I overnight my renewal to you, how long will it take to be updated in your system?

- A. Sending the renewal fee by overnight express mail will expedite the mailing time, but not the processing time. Renewals are processed in the order received, and it may take up to two weeks to process a completed paper renewal – longer if there are disciplinary issues. The fastest way to renew is via the online renewal process.

Q. Is there a fee to renew my license?

- A. The current fee associated with license renewal is located on the website at www.arsbn.org. Click on the Licensing tab, then the Fees link.

Q. What information will I need to renew my license?

- A. You will log on with your license number, social security number, and date of birth. To complete the process, you will need your continuing education information (copies of certificates, academic transcript, or certification information), and your payment method information.

Q. Can anyone renew their license online?

- A. You may not renew online if one or more of the criteria listed below apply to you:
- Your license has been expired for more than five years.
 - Since your last renewal, you have been convicted of a crime, pled guilty or nolo contendere to any charge in any state or jurisdiction. (With the exception of DWI, traffic violations do not constitute a crime.)
 - Since your last renewal, you have been addicted to or treated for the use of alcohol or any other abuse potential substances.
 - You are renewing an RN or LPN license and your primary state of residence is currently Arizona, Colorado, Delaware, Idaho, Iowa, Kentucky, Maine, Maryland, Mississippi, Missouri, Nebraska, New Hampshire, New Mexico, North Carolina, North Dakota, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Virginia, Wisconsin, or any compact state other than Arkansas.

Primary state of residence means your home for legal purposes shown on your driver's license, voter registration, or federal income tax forms.

Q. I am a Certified Nurse Assistant (CNA). Can I use the online renewal system?

- A. No. The Arkansas State Board of Nursing does not regulate Certified Nursing Assistants. CNA regulation is administered by the Arkansas Office of Long Term Care. For questions regarding CNA certification or renewal call the OLTC at 501-682-1807.

Q. How do I renew my license if I cannot use the online renewal system?

- A. You must submit a written request to our office for a paper renewal form. Your request must include your full name, current address, and license number. The request may be either mailed or faxed, or you may come by our office to pick up or complete the form in person.

Q. What do I do if I do not have a computer to access the internet to renew my license?

- A. For those who lack Internet access at home, family and friends are often happy to help. Additionally, most employers allow their employees to utilize their computers to renew their licenses. Further, most libraries have computers with internet access available to the public, and there is often staff on hand to provide assistance.

Q. How do I get a receipt for paying my renewal fee?

- A. After you “submit” your renewal application, you will see a confirmation of payment screen that lists your name, license number, and the date and amount paid for your renewal application. The Order ID number listed is your confirmation number. You should print that screen as soon as you see it. Once you close the confirmation page, you cannot go back and reprint it.

Q. I finished renewing online and the screen came up with a confirmation (Order ID) number, should I save this?

- A. Definitely. Always print and save your confirmation (Order ID) number until you receive your new license. This serves as your receipt or proof that you made the transaction online and what date and time it occurred in case of a problem. It is very rare, however in the event something goes wrong with processing the transaction and the data is not received or is lost, this will keep you from having to pay a late fee and face possible disciplinary action. If a transaction does not show up on the computer system and you do not have the confirmation number it will be treated as if the transaction was never made.

Q. What if I cannot remember my license number?

- A. You may obtain your license number via the ASBN Registry Search. Go to <https://www.ark.org/arsbn/statuswatch/index.php/nurse/search/new>.

Q. What happens if I do not renew my nursing license by the expiration date?

- A. If you do not renew your license by midnight on the expiration date, your license is considered expired and any nursing practice after that time will be considered unlicensed practice and will be subject to disciplinary action and civil penalty. A late fee and additional continuing education hours will be required for future renewal. Remember, there is no grace period for renewal and extensions of expiration dates are not permitted.

Q. Can I be issued an extension for my renewal?

- A. No. There is no grace period from the time a license expires until it is renewed. It is the responsibility of each nurse to make sure his or her license is renewed in a timely manner.

Q. What if I am unable to complete the required contact hours needed for renewal? Can I get an extension?

- A. No, the Board does not issue extensions, and the continuing education requirement must be met before renewal. Failure to meet the CE requirement may result in disciplinary action and civil penalties.

Q. My license has been renewed in your system and my employer needs proof of renewal. How can I obtain proof that I've renewed my license?

- A. Your employer may verify your renewed license by accessing the Arkansas State Board of Nursing's online [License Verification](#) and Registry Search at www.arsbn.org.

Q. Can you fax my employer proof that I've renewed my license?

- A. The Board will not fax proof of renewal to employers or to any other agency. Employers may verify a license status by accessing the Arkansas State Board of Nursing's online [registry](#) search at www.arsbn.org.

Q. When can my employer verify my renewal?

- A. Once you have renewed your license online, the license is put into a queue with a “pending” status, and the renewal is then submitted for approval. Upon verification that all renewal requirements have been met, the renewal is approved and finalized. This process takes at least 2-3 business days, and can take longer if there are further requirements which must be met. Until the finalized approval, the renewal is pending, and the expiration date does not change. After at least 3 business days have passed, check the registry search to verify that your expiration date has been extended.

Q. I renewed on the last day of the month, which means I renewed BEFORE my license expired, but today is the 2nd and the registry search is showing my license to be expired. How can this be?

- A. The role of the Arkansas State Board of Nursing is to regulate nursing practice in Arkansas, and to protect the public. It is to this end that we developed a new renewal process which now allows us to review each renewal before it is processed. This enables the board to approve qualified renewals, and withhold approval of those renewals which require further investigation or additional information or documentation. In light of this new process, there is a minimum delay of 2-3 business days from the day that you renew to the earliest day that your new expiration date will post to our registry search. As such, we strongly advise all our nurses to renew as far before their expiration date as possible to allow sufficient time for approval. Until your renewal is approved, your license is NOT approved, and nurses are being sent home without pay because they renewed at the very end of the month and didn't allow enough processing time.

Q. I renewed my license over a week ago but I still haven't received my paper wallet license. It's usually come by now – where is it?

- A. As addressed on several different occasions in our bi-monthly magazine, effective July 1, 2011, we no longer issue paper wallet licenses.

In November we began to issue a plastic, 'credit card' style license, which shows the licensee name and license number, along with the original date of licensure. It does not reflect any expiration date, and is not a verification of licensure. You may expect to receive the plastic license in the mail about two to three months after you renew. You are not required to have this card in hand; there is no restriction to practicing without the card. These plastic licenses do not expire, and will only be issued once per license at no cost to the nurse. There is a \$25 fee for a duplicate license.

A license status may be verified on our website via the Registry Search, at the following address:

<https://www.ark.org/arsbn/statuswatch/index.php/nurse/search/new>

The Registry Search provides Primary Source Verification. This is our only method of license verification.

When verifying a license through the Registry Search, be aware that every license you have ever been issued through this office will be shown, including temporary permits. After the record has been pulled up, simply click on the name to see a detail of each license. You may then print this page to use as verification.

Q. Although I've been licensed for several years, the registry search says I have a temporary permit. How can this be?

- A. The registry search lists every license you have ever been issued through the Arkansas State Board of Nursing, which includes temporary permits. Just click on your name and you will see a detail for each individual license.

Q. The registry search shows “Level 1 (or 2, or 3) registration required” for several items on my license verification. What does this mean?

A. Many employers subscribe to our Status Watch and License Verification service, and they may subscribe at different levels of registration. The items referenced indicate what information can be obtained at the different levels.

**Q. I had disciplinary action on a nursing license in another state,
-OR-
I was convicted of a misdemeanor/felony since my last renewal. What do I have to do?**

A. If you have not reported the conviction or the disciplinary action to the Board prior to completing the renewal application, BEFORE your license may be renewed you must send the Board:

1. Court records and a letter of explanation, if you answer “yes” to the criminal activity question
2. Board certified orders and letters of explanation, if you answer “yes” to the disciplinary history question
3. Other documentation as requested by Board staff

Q. I did not renew by midnight of my renewal deadline. How do I renew my license?

A. An active license which is not renewed by midnight on the expiration date will be considered expired. A license which has been expired for less than 5 years may still be renewed online. An additional 5 hours of Continuing Education will be required, and there will be a \$100 late fee in addition to the regular renewal fee.

Q. I have not worked in nursing for the past eight years and I would like to re-enter nursing practice. My license is on inactive status (or expired.) What do I need to do?

A. To renew your license you must have completed 20 practice-focused contact hours within the past two years and complete a Board approved refresher course. You must obtain a temporary permit to practice while taking the refresher course. This temporary permit is only valid for attendance in the refresher course; you cannot “work” on this permit.

Q. I let my nursing license expire. How do I reinstate it?

A. Nurses reinstating a nursing license to active status after **five years or less** shall document completion of the following within the past two (2) years:

- i) Twenty (20) practice focused contact hours within the past two years from a provider accredited by one of the ASBN approved accrediting organizations; or
- ii) Current certification or re-certification by a national certifying body recognized by the ASBN; or
- iii) A specific nursing academic course which has been completed within the last 2 years with a grade “C” or higher – each college credit hour is equal to 15 contact hours.

Nurses reinstating a nursing license to active status after **greater than five years** shall document completion of the following within the past two (2) years:

- i) Twenty (20) practice focused contact hours within the past two years from a provider accredited by one of the ASBN approved accrediting organizations; or
- ii) Current certification or re-certification by a national certifying body recognized by the ASBN; or
- iii) A specific nursing academic course which has been completed within the last 2 years with a grade “C” or higher – each college credit hour is equal to 15 contact hours; and
- iv) A refresher course approved by the ASBN; or

- v) An employer competency orientation program; and
- vi) Other evidence as requested by the Board.

Information on approved refresher courses may be found under the Education tab of the ASBN website or at: <http://www.arsbn.arkansas.gov/education/Pages/refresherCourse.aspx>

Q. Although I haven't worked, my license has been active for years. When I renew my license, how many continuing education contact hours do I need?

- A. Renewal of an active license requires fifteen (15) contact hours completed during the two-year period immediately preceding the renewal date (no exceptions). (Chapter 2, Section VII.C.3.a)

Q. What are the requirements to renew an expired or inactive license?

- A. The continuing education requirement increases to 20 contact hours for non-active licenses. In addition to the renewal fee, an expired license will carry a late fee, and an inactive license will have a re-activation fee. If your license has been inactive or expired less than five years, you can reinstate/renew online after completing the continuing education requirement. If five years or more have elapsed since your license was active, you must submit a written request for a paper renewal application by mail or fax, listing your full name, current address and nursing license number and/or social security number.

Q. How do I change my name?

- A. Go to our website, www.arsbn.org, and click on FORMS. Select and print the NAME CHANGE REQUEST form. Mail or fax the completed form to ASBN, along with a copy of your marriage license or other legal documentation. If you are requesting a license printed with the new name, you must include the required fee with your request.

Q. Do I have to pay for a name change license if I renew at the same time?

- A. No, as long as the name change has been submitted before you renew. If the renewal process has already been completed, you must pay to have another license printed in the new name. A name change request must be submitted at least two full business days prior to online renewal to ensure that the new license issues in the new name.

Name Change guidelines:

- Marriage changes your last name only; your middle name is unaffected by marriage and remains the same. You may not simply drop your current legal middle name and use your maiden or former last name without proper legal process. The only way we will change your middle name is with a duly processed court order.
- You may opt for a hyphenated last name using your last name at the time you marry and following it with a hyphen and the last name of your spouse. Please clearly indicate if this is your preference by filling out the Name Change Request form accordingly.
- Divorce does not automatically change your name. To return to a previous last name due to a divorce the decree must specifically state the name change; otherwise, a court order will be required for your last name to be changed.
- Any paperwork associated with your nursing practice is required to be signed with the name of record with the ASBN. Do not begin to sign your paperwork with your new name until we have had a sufficient amount of time to process your Name Change Request, and you have verified that the change has been completed.
- You may verify that your request has been processed and your name changed via the registry search on our website. The name that appears is your current name of record with the Board.

Q. How do I place my license on inactive status?

- A. Please send a written request by fax or mail of your intention to place your nursing license on an inactive status. Only an active license may achieve the status of inactive, so we must receive your request before the expiration date. Please include your license number, full name and current address. In accordance with your request and the provisions of the Arkansas State Board of Nursing Rules, your license will be placed on inactive status. While on inactive status, you may not practice nursing in this state in any respect, including volunteer practice. You will not be subject to the payment of renewal fees, nor will you be required to maintain continuing education contact hours during that time.

Q. What if my license has been lost or stolen?

- A. You may order a duplicate license for payment of the required fee. To order a license online, go to our Web site, and under ONLINE LICENSING, choose DUPLICATE LICENSE ORDERS. You will then enter your license and payment information. You are not required to have a wallet license in order to practice.

Q. Should I wait to change my address when I renew my license?

- A. All address changes must be reported to the Board in accordance with Chapter 2, Section X, of the Arkansas State Board of Nursing Rules. Pursuant to the Rules, a licensee shall **immediately** notify the Board in writing of an address change. The Board will not accept address changes by telephone. The change may be made online at our Web site, www.arsbn.org, faxed to 501.686.2714, or mailed to the Board office. There is no fee for an address change.

Q. I've moved to another compact state. What will happen to my Arkansas license?

- A. The Nurse Licensure Compact agreement applies to RN and LPN licenses only, and dictates that nurses may only be actively licensed in their compact state of residence. When you become a resident of another compact state, you must notify the ASBN of your new address and declare the new state as your primary state of residence. In 30 days, your Arkansas RN or LPN license will be placed on inactive status. During this 30 day period, you may practice under your Arkansas license while your licensure in the new state is activated. Be sure to contact the board of nursing for the state to which you move immediately upon your arrival in that state, because once the 30 day period has passed you will not be legally licensed to practice until you hold active licensure in the new state.

Q. I also hold an Advanced Practice (or an RNP) license. How is it affected by the Nurse Licensure Compact?

- A. At this time, only RN and LPN/LVN licenses are included in the compact agreement. You may not hold an active Arkansas ANP or RNP license without either an active Arkansas RN, or one providing you the privilege to practice in Arkansas. Upon moving to another compact state, you must obtain active licensure in that state within the 30 day period; otherwise your Arkansas ANP/RNP license will also be placed on inactive status until such time as you hold active RN licensure under which to practice.

Q. I want to renew my Advanced Practice license. How do I do this?

- A. Since you must hold an active RN license to be eligible to hold an active Advanced Practice license, we recommend that you first renew your RN license. After that renewal is complete, log on again using your Advanced Practice license number, along with your social security number (numbers only, no dashes) and your date of birth. Remember, all our license numbers are in the format of one letter, followed by 5 digits; so even though the second character in your license number may look like the letter 'O', it is actually the numeral zero. Complete the renewal process and make your payment. Your license will then be placed in the renewal queue for approval, which usually takes 2-3 business days.

Remember, if you hold an active prescriptive authority, you **MUST** provide us with your current Collaborative Practice Agreement, even if you believe we have a recent copy on file. Your renewal will NOT be approved until we receive this document. Repeat this process for each of the licenses you wish to renew.

Q. I do not live in the United States. How can I renew my license?

- A. It may still be possible for you to renew your license online even if you do not live in the United States. As long as you have a valid Social Security Number and a United States credit card, along with a reliable internet connection, you may renew your license online, which will always be the fastest, easiest way to renew. If you do not hold a valid United States Social Security Number, or do not have a United States manner of payment, you will have to renew your license manually. Please follow the directions for requesting a paper renewal form, i.e., submit your request in writing to the Arkansas State Board of Nursing, including your full name, current address, and license number. Be sure to submit your request in advance so that we are able to receive the completed renewal application prior to license expiration date.

Q. I don't have a United States Social Security Number. What should I do in order to renew my license?

- A. For security purposes, our system requires nurses to log on with user specific information, including their Social Security Number. If you have not yet obtained your Social Security Number, all correspondence with the Board must be done in writing via the postal service or fax. We will not accept any requests by telephone or email. As soon as you obtain your Social Security Number please notify us by sending us a legible copy of the card, including your full name, address and license number, so that we may update your records accordingly.

Q. My license is expired, and I want to get it active again. I don't have a Social Security Number. What do I need to do?

- A. Without a valid United States Social Security Number, you may not reactivate a non-active license, whether it is expired or on an inactive status. When you have obtained your Social Security Number, please contact us so that we update your records accordingly.